

875609/11/068757

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: OUTREACH WORKER (NON-CLASSIFIED)
LEAD OUTREACH WORKER (NON-CLASSIFIED)

DEFINITION:

Under general supervision, to conduct mobile outreach and provide intake and assessment, counseling, crisis intervention, resource referral and case management to homeless individuals and families on the streets, in service venues and other locations where they can be found in the City of Riverside; or to a pre-selected caseload of applicants and/or recipients of Project BRIDGE Grant Program.

REPORTS TO: Homeless Services Coordinator or Outreach Supervisor or Program Manager.

DISTINGUISHING CHARACTERISTICS

These classifications are exempt from the classified service. The incumbents shall be appointed "at-will" and serve at the pleasure of the City Manager.

Outreach Worker: Positions in this class perform routine services, which include counseling, basic assessment, crisis intervention and resource referral. General case management is provided to homeless individuals and families on the streets, in service venues and other locations where this population can be found. Incumbents in this class are expected to work as a team and perform daily duties under general supervision and exercise discretion in addressing participant needs within a framework of established procedures and policies.

Lead Outreach Worker: Positions in this class are normally filled by advancement from the Outreach Worker level, or, when filled from the outside, require prior experience. A Lead Outreach Worker works under general supervision within a framework of established procedures and precedence, and exercises the ability to choose among a number of alternatives in solving problems. A Lead Outreach Worker is expected to work productively even in the absence of supervision and are able to perform case management services which require greater assessment skills and a broader knowledge of social work concepts.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Homeless Services Coordinator, Outreach Supervisor, Program Manager or higher level management. Lead Outreach Worker may exercise general supervision over Outreach Worker, as assigned.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

Outreach Worker:

- Review cases and formulate plans for clients to participate in educational and psychosocial assessments and treatments, work skills training, parenting classes, anger management workshops, diversity training, and/or substance abuse treatment.
- Conduct home visits with participants to provide assistance, answer questions, assess needs, and provide orientation on available services for participant and family members.
- Serve as an advocate for participants in securing social services, provide encouragement, and support to participants in securing and/or following through on services.

- Assist participants in their development of short and long term personal goals; provide supportive counseling and assist participants in recognizing and addressing home, family, and social conditions contributing to problems; instruct participants on appropriate methods of social and life skills.
- Transport participants, as needed.
- Participate in community activities and projects.
- Maintain records and write reports on status of clients; prepare correspondence and reports as required; when qualified to do so, serve as an interpreter for non-English speaking family members.
- Serves as liaison between the participant, the City of Riverside, and other agencies, individuals, organizations, or community groups.
- Maintain effective working relationships with participants, family members, project staff, and collaborating agencies.

In addition, when assigned to serve as the Homeless Outreach Worker:

- Conduct mobile outreach to homeless persons on the streets, social services venues and other locations where they are located.
- Screen and conduct intake and assessment interviews with homeless individuals, including medical/mental health history, in order to identify social service needs and make appropriate referrals.
- Assist participants in their development of short and long-term case management goals that will include strategies to overcome barriers to self-sufficiency and to obtain permanent housing.
- Serve as an advocate for participants in securing social services, mainstream benefits, housing opportunities, and provide support to participants in securing and/or following through on services.
- Establish and maintain liaison relationships with City staff, community organizations, law enforcement, public and private agencies, business owners and operators, and the general public in order to respond to specific concerns as it relates to homeless individuals and issues of homelessness in general.
- Respond to community complaints and general requests for information and services.
- Transport participants, as needed.
- Participate in program-related coalitions, meetings, partnerships, community activities and projects.
- Assist with community education and outreach on homeless issues.
- Maintain documentation and records of participant contacts and assist in preparation of reports on participant progress and status.

Lead Outreach Worker:

In addition to the above, duties may include, but are not limited to, the following:

- Provide training and field assistance to Outreach Workers.
- Participate in project presentations, as required.
- Assist in the preparation of statistical reports and other documents.
- Provide community education and outreach on the negative impact of gang involvement.

QUALIFICATIONS

Knowledge of:

Outreach Worker:

- The Riverside area, including neighborhood dynamics, familiarity with gang distribution, and interaction within specific neighborhoods.
- Local public social service programs, goals, and objectives.
- Basic problems, needs, and behavioral patterns of at-risk and gang-involved youth.
- Cultural and ethnic attitudes towards community service programs.
- Basic principles of interviewing, problem solving methods, and general counseling techniques.

In addition, when assigned as the Homeless Outreach Worker:

- The streets and geographic territories that make up the greater Riverside community.
- Social service providers, community organization and other public and private agencies within the local homeless continuum of care.
- Mainstream public benefits programs including their eligibility requirement and application procedures.
- General principles and practices of effective counseling, case management and intervention techniques for dealing with hard-to-reach, difficult to serve and special needs populations in general.
- General principles and practices of street outreach service, including appropriate safety guidelines and procedures.
- General principles of mental health assessment, intervention techniques and treatment service referrals.
- General principles of substance abuse assessment, intervention techniques and recovery service referrals.
- General principles of housing needs assessment, short-term and long-term housing options and housing placement strategies and techniques.

Lead Outreach Worker:

In addition to the above, knowledge of:

- Community organizations and the services they provide.
- Basic principles and techniques of case management.
- Current social problems, methods, and trends of approaching those problems.
- Basic principles involved in the nature, growth, and development of personality and in-group processes.

Ability to:

Outreach Worker:

- Clearly communicate ideas, in both written and verbal form, and to understand and relate to the needs of program participants of all ethnic, cultural, educational, and socio-economic backgrounds.

- Ability to quickly and accurately assess the needs of individual clients, family dynamics, and potential barriers to service, and to develop a plan of action for overcoming potential problems.
- Independently update client files through case notes and assist in case management through participation in project Service Needs Assessment Team meetings and case reviews.
- Work evenings and weekends, as required, and provide services to project clients at numerous locations.
- Prepare and maintain records and report.
- Work effectively with a wide variety of agencies, organizations, and individuals.
- Interview and evaluate participants, and recognize the relevant and significant factors pertaining to their needs.
- Maintain Confidentiality.
- Monitor client progress toward established goals.
- Explain and interpret program and policies to clients, agencies, and organizations

Lead Outreach Worker:

In addition to the above, ability to:

- Effectively apply casework knowledge and skills.
- Establish rapport with clients and their families.
- Provide consultation to others.
- Demonstrate skills in planning and organizing work of outreach worker.
- Maintain complex records and prepare technical reports.
- Work independently in the absence of supervisor.

Education and Experience:

Outreach Worker:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: High School diploma or GED; and

Experience: Two years of full time experience working with the homeless or community groups in a social service oriented program. Additional qualifying experience may be substituted with major course work in social science, psychology, sociology, social welfare, social/human service, or other behavioral sciences.

Lead Outreach Worker:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate Degree (60 semester units) from an accredited college or university with major work in education, sociology, or a related field; and

Experience: Three years of full time experience as an Outreach Worker or in performing client directed services in either a social services or mental health agency. Two years experience may substitute for the education requirements on a year for year basis.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid, Class "C" California Motor Vehicle Operator's License, and reliable transportation. Must be available to work evenings and weekends, and provide services to project clients at numerous locations, including but not limited to, community parks and recreational centers, Human Resources Department, School District campuses, and other locations as required.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Outreach Worker

TO: Lead Outreach Worker

TO: Outreach Supervisor